

CITY OF LINCOLN
POLICE OFFICE SUPERVISOR

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

DEFINITION:

Under general supervision, plans, supervises and oversees the Department's dispatch and records functions; provides highly responsible and confidential support to the Chief of Police; assists in the development of policies, procedures and work methods associated with assigned duties; supervises assigned office support staff; performs other related duties as required.

DISTINGUISHING CHARACTERISTICS:

The **Police Office Supervisor** is a supervisory level class which is responsible for coordination and performance of the Police Department's criminal records and dispatch functions and the direct supervision of staff. Incumbents provide responsible secretarial and administrative assistance to a Chief of Police in carrying out the functions of the department and its divisions. This classification is distinguished from the next lower classification of Senior Office Assistant by the complexity and scope of assigned duties, level of supervisory responsibilities and focus on Police Department program activities.

SUPERVISION RECEIVED/EXERCISED:

Receives general supervision from the Chief of Police. Exercises direct and indirect supervision over assigned dispatchers and other assigned support staff.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

- Performs and coordinates a wide variety of complex, responsible and confidential administrative and office support functions for the Chief of Police; supervises, trains and evaluates assigned office support, criminal records management and public safety dispatch personnel; may assist in the preparation of internal investigation reports.
- Monitors and responds to complaints and requests for criminal record and report information; interprets department policies, rules and regulations in response to inquiries which often requires the use of independent judgment; interacts with government officials, attorneys, other department personnel, the City Council, representatives from business and community organizations and the public.
- Develops schedules and methods for performing records management and public safety dispatch duties; coordinates and supervises the activities of assigned staff; participates in the selection and training of office support staff; assumes responsibility for motivating and evaluating assigned personnel; provides necessary training; initiates discipline procedures as appropriate.

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- Reviews requests for licenses and permits issued by the Police Department for compliance with established requirements.
- Serves as the departments custodian of records; administers the CLETS system and oversees the automated records system.
- Oversees and participates in the establishment and maintenance of the department and Chief of Police files; coordinates, organizes and maintains various records, manuals, resource materials and databases; oversees the preparation and processing of requisitions, check requests and refunds; prepares, coordinates and posts public notices; coordinates the scheduling and preparation for City Council committee meetings and agenda items.
- Assists in the preparation of the department budget for office support functions; monitors office supply and equipment inventories and expenditures; oversees, verifies and coordinates the submission of departmental time cards.
- Directs, oversees and participates in the preparation of correspondence, documents, projects and reports.
- Schedules meetings and screens requests; relieves the Chief of Police of appropriate administrative details; arranges meetings, conferences and public events; facilitates communication between the department director and other departments.
- May be required to perform the duties of a Public Safety Dispatcher to cover short-term absences.
- Establishes positive working relationships with representatives of community organizations, state/local agencies, City management and staff and the public.

PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:

Position requires prolonged sitting, standing, walking, reaching, twisting, turning kneeling, bending, squatting and stooping in the performance of daily office activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing statistical reports and data using a computer keyboard. Additionally, the position requires near and far vision in reading correspondence, statistical data and using the computer, and acute hearing is required when providing phone and personal service. The need to lift, drag and push files, paper and documents weighing up to 25 pounds also is required.

QUALIFICATIONS: *(The following are minimal qualifications necessary for entry into the classification.)*

Education and/or Experience:

Any combination of education and experience that has provided the knowledge, skills and abilities necessary for an **Police Office Supervisor**. A typical way of obtaining the required qualifications is to possess the equivalent of four years increasingly responsible office support experience in a public safety organization, including one year in a supervisory capacity, and a high school diploma or equivalent.

License/Certificate:

Possession of, or the ability to obtain, a valid California Class C driver's license.

KNOWLEDGE/SKILLS/ABILITIES: *(The following are a representative sample of the KSA's necessary to perform essential duties of the position.)*

Knowledge of:

General principles of public safety organization and administration; methods and techniques of supervision, training and motivation; principles and practice of public safety dispatch and report taking; standard office procedures, practices and equipment, including a computer and applicable software; principles, practices and legal requirements of criminal records management and report generation; basic methods and techniques for budget preparation, supply inventory and payroll transactions; methods and techniques of scheduling work assignments; proper English, grammar and punctuation; occupational hazards and standard safety procedures.

Ability to:

Effectively organize, direct and review the work of assigned staff in a public safety dispatch and criminal records environment; maintain confidentiality of sensitive information; interpret and apply administrative and departmental policies and procedures; analyze situations appropriately and adopt effective courses of action; follow written and oral directions; read, interpret and record data accurately; prepare clear and concise reports and keep accurate records; perform mathematical calculations quickly and accurately; train, supervise, evaluate and motivate assigned staff; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

Skill to:

Operate standard office equipment, including a computer and variety of word processing and software applications; operate a computer assisted dispatch system to dispatch and monitor public safety personnel.